



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2021-09-26 To : 2021-11-06

1. Satisfaction

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
0	Total	1,25,155	61,049	49	260	0	87	33	101	39	72	28
1	Cardiology	468	154	33	2	1	0	0	1	50	1	50
2	Haematology	8	1	13	0	0	0	0	0	0	0	0
3	Medicine	22,091	9,726	44	37	0	15	41	14	38	8	21
4	Nephrology	10	2	20	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7,492	2,942	39	7	0	3	43	1	14	3	43
6	Orthopaedics	11,750	7,008	60	46	1	12	26	17	37	17	37
7	Otorhinolaryngology	8,437	4,095	49	14	0	7	50	4	29	3	21
8	Paediatrics	6,743	2,537	38	7	0	4	57	3	43	0	0
9	Paediatric Surgery	1,176	486	41	2	0	2	100	0	0	0	0
10	Physical Medicine & Rehabilitation	6,846	2,940	43	15	1	3	20	11	73	1	7
11	Psychiatry	1,379	1,147	83	10	1	1	10	5	50	4	40

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	254	98	39	3	3	0	0	2	67	1	33
13	CTVS	51	21	41	0	0	0	0	0	0	0	0
14	Endocrinology	23	13	57	1	8	1	100	0	0	0	0
15	EYE	4,320	1,950	45	6	0	2	33	3	50	1	17
16	Skin	8,705	4,236	49	13	0	4	31	4	31	5	38
17	Apex Regional STD Centre	90	49	54	0	0	0	0	0	0	0	0
18	Neurology	43	13	30	0	0	0	0	0	0	0	0
19	Medical Oncology	34	8	24	0	0	0	0	0	0	0	0
20	Cancer Surgery	392	150	38	0	0	0	0	0	0	0	0
21	Dental Surgery	3,643	1,023	28	2	0	0	0	2	100	0	0
22	Neuro Surgery	495	88	18	1	1	0	0	1	100	0	0
23	Pulmonary Critical Case & Sleep	63	21	33	1	5	0	0	1	100	0	0
24	Burns Plastic & Maxillofacial Surgery	137	19	14	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	172	57	33	1	2	1	100	0	0	0	0
26	General Surgery	10,414	4,856	47	23	0	6	26	8	35	9	39
27	Radiotherapy	882	664	75	8	1	3	38	3	38	2	24
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	6,249	2,451	39	6	0	2	33	1	17	3	50
31	Dept-88	10,051	6,001	60	25	0	7	28	10	40	8	32

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
32	Dept-89	11,587	7,854	68	30	0	14	47	10	33	6	20
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	1,150	439	38	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

2. Reasons for Dissatisfaction (Overall)

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	Total	66	27	41	6	9	11	17	1	2	21	31
1	Cardiology	2	1	50	0	0	0	0	1	50	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	7	3	43	0	0	1	14	0	0	3	43
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5	2	40	0	0	2	40	0	0	1	20
6	Orthopaedics	15	6	40	2	13	2	13	0	0	5	34
7	Otorhinolaryngology	3	1	33	0	0	1	33	0	0	1	34
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	1	100	0	0	0	0	0	0	0	0
11	Psychiatry	3	2	67	0	0	0	0	0	0	1	33
12	Urology	1	1	100	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	1	1	100	0	0	0	0	0	0	0	0
16	Skin	6	2	33	2	33	1	17	0	0	1	17
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	8	2	25	0	0	3	38	0	0	3	37
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	3	1	33	1	33	0	0	0	0	1	34
31	Dept-88	5	1	20	0	0	0	0	0	0	4	80
32	Dept-89	5	2	40	1	20	1	20	0	0	1	20
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

3. Reasons for Dissatisfaction (Drill Down)

Staff Behaviour

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	Total	56	18	32	7	13	8	14	4	7	0	0	19	34
1	Cardiology	1	0	0	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	7	1	14	2	29	3	43	0	0	0	0	1	14
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	1	25	0	0	0	0	0	0	0	0	3	75
6	Orthopaedics	13	4	31	0	0	2	15	1	8	0	0	6	46
7	Otorhinolaryngology	2	2	100	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	1	100	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	2	0	0	0	0	1	50	0	0	0	0	1	50
12	Urology	1	1	100	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	1	0	0	0	0	0	0	0	0	0	0	1	100
16	Skin	6	2	33	1	17	1	17	1	17	0	0	1	16

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	9	2	22	2	22	1	11	1	11	0	0	3	34
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	2	1	50	1	50	0	0	0	0	0	0	0	0
31	Dept-88	4	2	50	1	25	0	0	0	0	0	0	1	25
32	Dept-89	2	0	0	0	0	0	0	0	0	0	0	2	100
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0

Cleanliness

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	Total	37	13	35	1	3	8	22	3	8	8	22	0	0	4	10
1	Cardiology	1	0	0	1	100	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	4	0	0	0	0	2	50	0	0	1	25	0	0	1	25
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	1	33	0	0	0	0	0	0	1	33	0	0	1	34
6	Orthopaedics	6	3	50	0	0	2	33	0	0	0	0	0	0	1	17
7	Otorhinolaryngology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	5	2	40	0	0	1	20	1	20	1	20	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-unding	General surro-unding (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	6	0	0	0	0	3	50	1	17	2	33	0	0	0	0
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
31	Dept-88	5	2	40	0	0	0	0	1	20	1	20	0	0	1	20
32	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Cost of Treatment

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	Total	25	8	32	6	24	11	44
1	Cardiology	1	0	0	1	100	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	1	1	100	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	1	33	0	0	2	67
6	Orthopaedics	4	0	0	1	25	3	75
7	Otorhinolaryngology	1	1	100	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	1	100
11	Psychiatry	1	1	100	0	0	0	0
12	Urology	1	0	0	0	0	1	100
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0
16	Skin	2	0	0	1	50	1	50
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
21	Dental Surgery	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	5	2	40	2	40	1	20
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0
30	Dept-87	1	0	0	0	0	1	100
31	Dept-88	3	2	67	0	0	1	33
32	Dept-89	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0

Quality of Treatment

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	2	0	0	0	0	2	100	0	0	0	0
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	0	0	0	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	1	0	0	0	0	1	100	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-89	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	Total	27	15	56	2	7	3	11	0	0	4	15	3	11
1	Cardiology	1	0	0	1	100	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	1	0	0	0	0	0	0	0	0	1	100	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	3	100	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	4	2	50	0	0	1	25	0	0	1	25	0	0
7	Otorhinolaryngology	1	0	0	0	0	0	0	0	0	0	0	1	100
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	1	100	0	0	0	0	0	0
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0
12	Urology	1	1	100	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	3	2	67	1	33	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	5	2	40	0	0	0	0	0	0	1	20	2	40
27	Radiotherapy	1	1	100	0	0	0	0	0	0	0	0	0	0
28	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
30	Dept-87	1	1	100	0	0	0	0	0	0	0	0	0	0
31	Dept-88	4	2	50	0	0	1	25	0	0	1	25	0	0
32	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0